



# CRV Chronicles



California Department of Conservation

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## Recycling Incentive Payment Program

Many recycling operators may receive some extra good news in the form of a check in the mail this December.

The Governor signed AB 3056 on September 30, 2006 and upon doing so made available up to \$10 million annually for the Recycling Incentive Payment program (RIP). This program was developed to provide a financial incentive to certified recycling centers and/or drop-off or collection programs that increase their volume of beverage containers accepted or collected directly from consumers.

Your recycling center and/or drop-off and collection program is automatically eligible for the RIP if all of the following conditions are met:

- Your facility or program is currently certified and operational and has been since before July 1, 2005.
- Your facility has experienced at least a 6.5 percent increase in the amount of beverage containers recycled for each six-month period in 2007 compared to 2006 (January - June and July - December).
- You follow all reporting procedures in accordance with the Act and Regulations.

Here is even more good news: There is no need to submit paperwork. The Division of Recycling (*Division*) will use data from the shipping reports (DR-6s) to determine your volume eligibility, and the amount you may receive.

RIP will continue through calendar years 2008 and 2009, with only a 5 percent volume



increase required to receive future payments. So, please continue to work hard toward increasing your recycling volume!

For more detailed information and reference to the Baseline and Collection Period Calendar, please visit

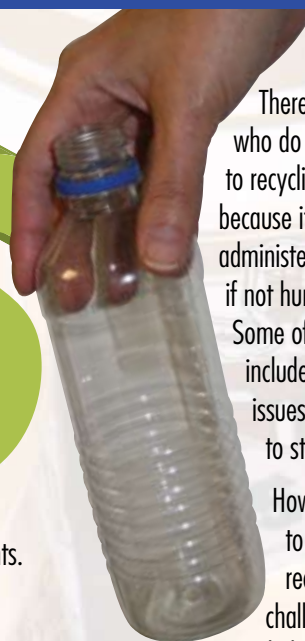
[www.conservation.ca.gov/dor/Notices/Documents/RIPlettrhd.pdf](http://www.conservation.ca.gov/dor/Notices/Documents/RIPlettrhd.pdf)

Or you may call Kent Harris  
**(916) 324-3209.**



## Challenges and Rewards of Multi-Family Dwelling Recycling

Multi-family dwelling recycling is a term that is gathering interest throughout the recycling community. Simply put, it is providing recycling opportunities to the occupants of residential complexes that contain five or more living units, such as apartments, dormitories, residence halls, military housing, farm labor camps, low income housing complexes and shelters.



There are many people who do not have easy access to recycling where they live because it can be challenging to administer a program to dozens, if not hundreds, of residents. Some of the reasons for this include health and sanitation issues as well as limited space to store materials.

However, there are benefits to multi-family dwelling recycling that outweigh the challenges. These benefits include increased recycling

volumes which equate to increased revenues (more money). There is also the environment to consider. Recycling saves energy, conserves natural resources, and helps reduce the waste that ends up in our landfills.

By offering frequent pick-up and removal of beverage containers, as well as washing of the receptacles, health and sanitation issues should be kept to a minimum.

And, to address storage, in calendar year 2008, the Division will spend up to \$15 million to provide source separated beverage container recycling receptacles at multi-family housing developments. To learn more, contact the Division's grant section at **(916) 322-0613.**

Multi-family dwelling recycling is not fiction. All it takes on the part of program operators is will, determination and a little creativity to make it a fact. The willingness to delve into multi-family dwelling recycling will result in a benefit to all.

## Meet the Division's New Assistant Director, Stephen Bantillo



*Stephen Bantillo*

When Governor Schwarzenegger asked the Department of Conservation's Director, Bridgett Luther, who she would like to see appointed as the Division's Assistant Director for Recycling, she suggested, "How about someone who knows something about recycling?" In July this year, the governor appointed Stephen Bantillo, and with his many years of experience managing a wide variety of recycling and waste diversion programs, Bantillo fills the bill.

Bantillo, 46, worked for the city of San Jose's Waste Management Division for more than 17 years. He was involved in the development and management of most of the city's innovative and expansive recycling programs.

In addition, Bantillo is a member of the National Recycling Coalition Board of Directors and served on the Construction Materials Recycling Association Board of Directors. He also is a member and past chair of the Santa Clara County Technical Advisory Recycling and Waste Reduction Commission.

There is another side of Bantillo that might mark him as less than a paragon of environmental virtue. When he isn't spending time with his wife, Connie, and their three daughters, he likes to work on cars. In fact, he is a former auto mechanic. He modified a 1957 Chevy station wagon his daughters named "Penny" for its copper color. However, for the record, he typically drives a four-door sedan.

Bantillo is committed to recycling. His family uses their local curbside recycling program regularly, and one of his daughters collects the family's soda cans and takes them to a recycling

center for redemption. He comments, "Recycling is one of the easiest and most effective ways to off-set global warming; we have to take personal responsibility."

Bantillo sees increased recycling as a priority for the Division. "We have the 80 percent recycling goal mandated by the legislature, and we want to increase recycling in places where it is not captured now. Increasing the rate will increase our eco-effectiveness and sustainability. The question is how."

In regard to issues that interest him, Bantillo points out that the Division administers the "California Beverage Container Recycling and Litter Reduction Act" but the word "litter" is scarcely to be found in the Act. "Litter goes into the streets, down the sewers and it eventually ends up affecting water quality-ground water,

streams, rivers, and oceans." He likes the idea of expanding the Division's focus beyond beverage containers to help address problems such as marine debris.

Working on environmental issues statewide appeals to Bantillo, especially at a time when he sees the stars aligning for ecological causes. "We have a governor who wants to make California a leader in environmental protection and climate change. With the governor making those kinds of statements, I saw this as a great place to come to work...it's energizing."

His message to certified and registered operators is simple. "We appreciate all of your efforts to help us increase recycling and improve sustainability. By working together, we're having an important and positive impact on the environment."



## Are You Required to Carry Workers' Comp?

As a recycling operator, you should know that California law requires employers to carry workers' compensation insurance. If an employee is injured or becomes ill on the job, the employer is required to provide workers' compensation benefits. Workers' compensation protects employees and employers in a variety of ways. For example:

- An employer is required to have workers' compensation insurance even if they have only one employee.
- If you are a recycling business owner and don't have employees, workers' compensation insurance is optional.
- Employees may be eligible to receive workers' compensation benefits, even if they are a temporary or part time worker.
- Employees may be covered by workers' compensation insurance even if they are called an "independent contractor."
- Employees do not have to be a legal resident of the United States to receive most workers' compensation benefits.
- Employees receive benefits no matter who was at fault for the job injury.

- Out-of-state employers may need workers' compensation coverage if an employee is regularly employed in or a contract of employment is entered into in California.
- It's illegal for an employer to punish or fire an employee for filing a workers' compensation claim.

To find out more about workers' compensation insurance on the internet, visit the Division of Industrial Relations Workers' Compensation Web site:

"Frequently Asked Questions":  
[www.dir.ca.gov/dwc/faqs.html#1](http://www.dir.ca.gov/dwc/faqs.html#1).

"The Workers' Compensation Guide Book":  
[www.dir.ca.gov/CHSWC/Reports/WorkersCompGuidebook-3rdEd.pdf](http://www.dir.ca.gov/CHSWC/Reports/WorkersCompGuidebook-3rdEd.pdf).

For the address of an Information and Assistance officer in your area, call **1-800-736-7401**. Or check the Government Pages at the front of the white pages of a phone book and look up: **State Government Offices/ Industrial Relations/ Workers' Compensation/ Information and Assistance.**

## Q&A

**Q.** What are the oldest active recycling centers, processing facilities, drop-off or collection programs, community service programs, and curbside programs?

**A.** What a great question! We have listed the five longest-certified and operational programs for each of the categories above.

### Recycling Centers

Company Name	Certification #	City	Date Certified
Yolo Employment Services	RC0004	Canoga Park	6/18/1987
Petaluma Recycling Center	RC0020	Petaluma	7/10/1987
ASCO Metals	RC0029	Santa Fe Springs	7/22/1987
Gardena Recycling Center, Inc.	RC0043	Gardena	7/28/1987
Haight Ashbury Neighborhood Council	RC0047	San Francisco	7/31/1987

### Processing Facilities

Company Name	Certification #	City	Date Certified
Bakersfield Association for Retarded Citizens, Inc.	PR0003	Bakersfield	8/4/1987
Allan Company	PR0004	Fresno	8/7/1987
Allan Company	PR0005	Baldwin Park	8/7/1987
Sun Valley Paper Stock, Inc.	PR0007	Sun Valley	8/10/1987
Main Street Fibers, Inc.	PR0011	Ontario	8/18/1987

### Drop-off or Collection Programs

Company Name	Certification #	City	Date Certified
City of Palo Alto Recycling	CP0542*	Palo Alto	1/27/1989
Sunset Scavenger Company	CP0068*	San Francisco	10/31/1989
Upper Valley Recycling, Inc.	CP0047	Saint Helena	11/13/1989
Golden Gate Disposal Company	CP0067	San Francisco	11/25/1989
Community Recycling & Resource Recovery, Inc.	CP0167	Sun Valley	4/9/1990

\* Number denotes conversion from "old" certification category, which is no longer used, to current numbering system.

### Community Service Programs

Company Name	Certification #	City	Date Certified
California Grey Bears, Inc.	SP0120*	Santa Cruz	11/10/1988
Hemet Lions Recycle Center	SP0014*	Hemet Lions	1/20/1989
San Jose Conservation Corps	SP0007	San Jose	1/30/1989
San Francisco Conservation Corps	SP0008	San Francisco	2/2/1989
Marin Conservation Corps	SP0011	San Rafael	2/7/1989

\* Number denotes conversion from "old" certification category, which is no longer used, to current numbering system.

### Curbside Programs

Company Name	Registration #	Community Served	Effective Date
Waste Management of Alameda County	CS0100	Albany	1/5/1990
Ecology Center	CS0101	Berkeley	1/5/1990
Waste Management of Alameda County	CS0102	Newark	1/5/1990
Waste Management of Alameda County	CS0103	Livermore	1/5/1990
Tri City Economic Development Corporation	CS0104	City of Union City	1/5/1990

Congratulations to each of the above for successfully operating recycling businesses for so many years (in some cases over 20 years!).

**Q.** What is predatory pricing?

**A.** Predatory pricing is when a recycling center at a supermarket site uses money received from handling fees to pay more for beverage containers than its competitors. An example of predatory pricing might be a recycling center at a supermarket site which pays a penny more than the average scrap value paid by nearby recycling centers.

If you run a recycling center located within five miles of a supermarket recycling center (or 10 miles if you are in a rural region), and want the Division to investigate a possible predatory pricing violation, you must file a complaint within 60 days of the alleged violation. A complaint form is available online. You can fax it to us at **(916) 323-4907**, or mail it to:

### Department of Conservation Division of Recycling/Certification Services Branch

801 K Street, MS15-59

Sacramento, CA 95814-3533

The Division will schedule a hearing if necessary. If it is determined that a recycling center has engaged in predatory pricing, the operator will be ineligible to receive handling fees for that site for:

- First offense - six months
- Second offense - one year
- Third offense - five years

If you have questions or wish to file a predatory pricing complaint, please contact the Division's Certification Service Branch/Training and Review Section at **(916) 445-8292**.



*If you would like to receive this newsletter electronically, please send an e-mail with the subject "Subscribe CRV Chronicles" to:*  
**CRVChronicles@Conservation.ca.gov**





## CRV Chronicles/Certification Section Department of Conservation Division of Recycling

801 K Street, MS 15-59  
Sacramento, CA 95814

### Customer Service Corner - Are You a Finger Pointer?

In last edition's Customer Service Corner, we discussed one of the four most common customer service errors, "End of Story." In this issue, we will examine "Finger Pointing," or directing blame away from the service provider.

Imagine one of your collection program customers is upset because the bins at his restaurant are overflowing and he needs to have them emptied immediately. However, you're unable to get to his location until the next business day. The conversation might be:

**Customer:** "My recycle bins are full and you need to get out here to empty them right now. It looks terrible!"

**Recycler:** "We're too busy, you should have notified us earlier."

Unfortunately, telling the customer that he should have called you earlier does not address a solution to the problem but points the blame in the direction of the customer. In fact, the recycler's hypothetical answer would likely put the customer on the defensive and the conversation could quickly turn confrontational.

A better approach would be for the recycler to provide a solution regardless of whose fault the problem is. That conversation might go something like this:

**Customer:** "My recycle bins are full and you need to get out here to empty them right now. It looks terrible!"

**Recycler:** "That's great that you're doing such an amazing volume of recycling! We can come out by 9:00 a.m. tomorrow and empty the bins

## Recycling Center Workshop - Come on Down to San Diego

The next recycler workshop will be held in **San Diego** on **January 16, 2008**. The location is the Mission Valley Resort at 875 Hotel Circle South.

There will again be two sessions each lasting four hours. The first will begin at **1:00 p.m.** and the second at **6:00 p.m.**

If you would like to learn more, please visit our Web site:

<http://redirect.conservation.ca.gov/DOR/crcp/recyclers/rtw.htm>  
or call the Certification Services Branch at **(916) 445-8292**.

## Recycling Center Inspection Statistics

### A. Quarterly Statistics from July 1, 2007-September 30, 2007

Inspectors visit recycling centers to make sure they are in compliance with the recycling program requirements. Division staff behave as any other customer; in fact, the only time Division staff identify themselves is if a recycling center has committed a purchasing violation. Staff work hard to visit every operational recycling center at least once a year. As a regular feature of the CRV Chronicles, we will provide statistics for the latest three months' visits.

When inspectors first find an infraction, they issue a Notice of NonCompliance (NONC). A Notice of Violation (NOV) is issued for repeat violations. Inspectors will keep visiting a location until compliance is met.

### July 1, 2007 - September 30, 2007

Visits Completed	Sites Found to be in Compliance	Notices of NonCompliance Issued (NONCs)	Notices of Violations Issued (NOVs)
673	342 (51%)	255 (38%)	76 (11%)

### The most common infractions found during this time period were:

- 34% of the NONCs/NOVs issued were for recycling centers paying CRV on ineligible materials (*namely scrap material*)
- 20% of the NONCs/NOVs issued were for recycling centers not accepting CRV eligible material

**For those of you that were in compliance...Congratulations and keep up the good work!**

for you. To avoid full bins in the future, we can adjust your pick-up schedule from bi-monthly to weekly. If the bi-monthly schedule normally works, but you have a special occasion that increases the volume of recycling, you can call us when your bins are half full, or before the event to schedule a special pick-up."

Many times the situation may have arisen at the fault of the customer, but it's never effective to put the blame on your customers. In this

example, the recycler's response offers an immediate solution to the customer's current problem (scheduling pick-up of the containers) as well as provides alternatives to avoiding the situation of overflowing bins in the future. Instead of becoming confrontational, it is much more likely the customer will be satisfied.

Next issue, we will examine the third most common error, "Disassociation" and benefits of staying connected to your company.